



Bulletin 21 – Permits/General Issuance

1. SUNDAY & GENERAL HOLIDAY OPERATION

ALL PROVINCIAL HIGHWAYS

A. [T-53](#) term permit sizes will be permitted for Sunday and General Holiday operation. (March 2005)

Peace River Area

B. (i) Non-reducible loads up to 4.4 metres wide and 5.33 metres high shall be permitted to travel every day during daylight including Sunday and General Holidays. Vertical clearances on routes must be checked and a [T-53D](#) form is required for heights exceeding 5.33 m. They shall be required to meet the lighting requirements of Division 4 M.V.A. Regulations and Division 8 C.T.A. Regulations.

(ii) Loads 3.2 metres wide to 3.5 metres wide and up to 27.5 m long do not require pilot cars for travel during daylight hours provided the towing unit is equipped with and operating one or two amber lights. One pilot car is required for all travel during the hours of darkness. Exceptions: One pilot car is required from Fort Nelson to the B.C. Yukon border and for travel authorized during darkness.

(iii) Overall lengths exceeding 36 metres are not allowed to operate on Highway 97 from JCT. 77/97 to the Yukon Border.

(iv) Vehicles/Loads permitted under the [Form T-55](#) are not allowed to operate on Highway 97 from JCT. 77/97 to the Yukon Border during the hours of darkness.

Lower Mainland Area

C. Vehicles/loads over 3.2 metres wide up to 3.8 metres wide and other vehicles/loads permitted by the [T-53A/T-53C](#) forms are allowed to operate under special conditions outlined in Paragraph 2 of the [T-53A/T-53C](#) forms.


2. EASTER MONDAY

A. Loads to 3.8 metres wide may be permitted except as noted in section B, however, such movement should be discouraged when reasonably possible.

B. Form [T-53C](#) provides that HOUSE TRAILERS, MOBILE HOMES or SECTIONAL BUILDINGS in excess of 3.2 metres wide shall not be permitted to move on highways noted on [Form T-53C](#) on this holiday.

C. Loads in excess of 3.8 metres will not be permitted on this holiday with the exception of the Peace River area.

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3. AMENDMENTS

- A. Form [T-50](#) shall be used to amend the following permits:
(See [Bulletin 25](#), Paragraph 6B for 427 permits)
- (a) MV 4000 – Overload and Oversize (term, single trip, and highway crossing) for the following purposes:
 - (ii) Adding new routes
 - (iii) Extending routes
 - (iv) Changes dates
 - (v) Adding or deleting limitations and/or conditions
 - (vi) Changing vehicle or company name
- B. This form is to be completed in two copies, signed by the applicant, and distributed as follows:
- (i) original to be attached to permit
 - (ii) duplicate to be filed at issuing office

4A. CHANGE IN VEHICLE

- (i) If a vehicle operating on a term oversize permit is replaced by another vehicle or the company name changes during the term of the permit the issuer may complete a [T-50](#) form (see next page), and attach it to the original permit. This does not apply to 427 Permits.
- (ii) The weigh scale or issuing office which amends a permit by a [T-50](#) form must keep a copy of the permit and the completed [T-50](#) as a record.

4B. REFUNDS


Requests for Refund or Credits should be directed to the Commercial Transport Victoria Office. All requests should include the following support documents:

- a) when possible the original copy of the permit
- b) if original permit not available, a letter explaining disposition of permit
- c) letter outlining reason for cancellations and request for refund
- d) other documentation to support request (i.e. copies of bills of sales, licensing documents etc.)

Non Refundable Permits – The following permits are non-refundable:

- (iv) quarterly non-resident commercial permit
- (v) Temporary Operation Permit (TOP)

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(vi) Highway X'ing Permit

Requests for refunds on Motive Fuel Permits should be forwarded to Consumer Taxation Branch, Refund Section, Parliament Buildings, Victoria, BC V8V 1X4

5. EMERGENCY OPERATION

Emergencies such as fire, flood, explosion, derailment, etc., are usually of a local nature. A derailment or washout of a mainline is considered an “emergency” and permits are issued by our weigh scale staff to policy limits (Bridge Formula) at anytime, including during spring weight restrictions. A derailment or washout of a siding, will only be considered an “emergency” if there is a threat to life, environment or it is creating a blockage of the mainline. Such emergency situations may call for immediate transportation of cranes, bulldozers, loaders, or other overweight and/or oversize equipment. In general the following conditions would apply.

- (i) Prior authorization or permit must be obtained from weigh scales. Should they not be open, the facsimile system may be used to issue permits within policy limits (actual permit may be picked up on return trip).
- (ii) All safety precautions must be taken by vehicle operator (i.e. Pilot Cars, Flags, Lights, etc.)
- (iii) Overall width not to exceed 4.4 m.
- (iv) If highway structures involved are restricted or loads exceed the bridge formula, clearance must be obtained from Highways' officials.
- (v) Such vehicles or loads must be reduced in weight and size so as to conform to the applicable policy when being returned.

NOTE: See also [Bulletin 61](#) for emergency procedures during seasonal road restrictions.


1. TELEPHONE PERMISSION AND FAXED PERMITS

A. Telephone Permission:

It is policy to give an applicant an oversize and/or overweight permit number for a non-reducible load/vehicle by telephone, if he/she is crossing your scale and the scale will be open when he/she arrives. This includes loads/vehicles arriving from anywhere within your Region or other Regions, if it is established that there is no open scale enroute.

- (b) It is essential that full details such as time of call, permit number, vehicle information, load limitations and conditions such as pilot car and sign requirements, hours of travel, etc., be recorded on the [T-61](#) form or other means.
- (ii) Should the vehicle fail to appear at the scale follow-up action is to be initiated.
- (iii) Telephone permission for moves (oversize and/or overweight permits) where the loaded vehicle does not cross the scale may be granted. This applies only to customers with credit

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accounts who do not have access to a fax machine. The permit is mailed to the company at a later date or the company may arrange to pick them up.

(iv) Phone-in Credit Card Payment

When a permit is paid for by a credit card number which is phoned in, a phone-in credit card payment form (MVO107) must be completed and attached to the TBS according to procedures outlined in the Cash Handling Field Manual.

All permits issued by visa/mastercard (e.g. MV4000, NRCVP, MF, Motor Carrier) may be purchased by phone-in credit card payment, and once paid for then the permit must be faxed to the customer, both front and reverse sides along with T-Forms, copies of window stickers, etc. The customer must have a fax machine available. The original copies of permits including attachments such as window stickers, T-Forms, visa slips, etc., must then be mailed to the customer. These permits can be issued by weigh scales for travel within your region, in or out of your region, or through your region. (See also Paragraph D). Occasionally all scales in a region are closed and industry requires a permit from an issuer in another region. In this case, a permit may be issued and faxed to the customer. Issuers should ensure that overhead clearances are adequate, eg. Lower Mainland special routing. If the customer has no fax machine, telephone permission may be granted by providing the computer generated permit number to the applicant, so that it could be verified later if necessary on CTMS (Permit issuance system).

(v) Occasionally it may be necessary for one scale to allow a vehicle or load to proceed to another scale within the same region. The onus is upon the inspector at the scale giving permission to notify the other scale by fax or phone and provide details.

(vi) Enhanced Permit Access (Interim)

Phase 1 of the enhanced permit access was initially delivered through the Kamloops Eastbound Scale and the Pacific Scale. Haig, Golden, Prince George South and Dawson Creek Weigh Scales have been added as a second phase. These scales will take calls directed to them using the 1-800-559-9688 phone number.

All Fixed Scales

It is expected that all scales will continue to accept permit requests from clients, which contact the local scale. This includes faxed permits as outlined in the Commercial Transport Procedures Manual. ([Section iii, Bulletin 21](#)).

- Calls should be handled as usual by the inspectors
- After normal scale hours the main phone line must be placed in a call forward mode to direct the calls to an enhanced permit access site. This can be accomplished using the 1-800-559-9688 phone number

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- During specific weigh scale normal/regular operating hours call forwarding to another scale should be avoided where possible and used as a last resort (for example, if computers are down on a shift, then issue manual permits). To do so would place added permit issuance pressure on the enhanced permit access site.

All Portable Scales

Please put a message in your voice mail to call 1-800-559-9688 phone number if the caller requires permits. (September 2004)

Enhanced Permit Access Sites

Incoming calls on the 1-800 number will be directed automatically to your site depending on where the call originates. This includes calls from closed scales that have call forwarded their phones.

All after hour calls will be forwarded to 1-800-559-9688 and will automatically go to one of the above locations. Inspectors will handle permit requests as follows:

Permits General (Excluding TOP)

Regardless of where the caller is calling from, the permit can be issued following the procedures manual instructions. This includes term permits from the Peace River area (see Commercial Transport Procedures Manual, Section VII)

The PENDING permit function of CTMS should be used only when necessary as a last resort for the following described situations.

- The original scale should always issue the permit (not Pend) if the customer has payment options such as credit account, Visa or MasterCard

VEHICLE COMING TO YOUR SCALE

PEND can be used if:

The vehicle is coming to your scale for actual weight verification and your scale will be open. The operator is coming to your scale and only has cash or debit card available for payment and your scale will be open.

Note: In both cases above the option of issuing unique travel permission numbers can also be used provided a log of these numbers is maintained at the scale complete with client information as described previously in Paragraph 6A.

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VEHICLE NOT COMING TO YOUR SCALE OR YOUR SCALE WILL BE CLOSED

- The operator only has cash or debit card available for payment and the vehicle is proceeding to another scale which is or will be open but cannot be contacted by telephone for some reason.
1. You can pend the permit, give the permit number to the operator and complete a [T-61](#) with details including the pended permit number and the client's telephone number, advise the client to pick up the permit at the next scale and fax a copy of the [T-61](#) to all open scales enroute that the vehicle/load is destined for. If the customer does not obtain the permit for some reason, the customer must make payment arrangements other than cash and the pended permit can be issued from the scale.
 2. The second option allows you to issue a unique travel permission number to the operator and complete a [T-61](#) with details including the travel permission number and the client's telephone number and advise the client to pick up the permit at the next scale and then fax a copy of the [T-61](#) to all the open scales enroute that the vehicle/load is destined for.

3. Weight Verification:

The Operator has a credit account or Visa/MC available for payment and the vehicle is proceeding to a closed scale for weight verification for an overload permit. Follow the procedure below:

Pend the permit at estimated weights. Give the permit number to the operator, complete the [T-61](#) with details, including the pended permit number, the client's telephone number and Visa/MC number. Advise the client that if he/she does not call back, the permit will be issued at the maximum weights and charged to their account or Visa/MC. (September 2002)

- Also in all cases, the pended permit must be issued not a new permit created unless of course the permit type (e.g. BS, SS) changes.

RECORDS

A record of these logs, pended permits and [T-61](#)s must be kept by the scales for follow-up if necessary.

Single Trip Permits for Oversize and/or Overload Requests

These permits can be issued for the maximums as set out in the procedures manual. It is imperative that the routes be checked if the issuer is not familiar with the area and routing.

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Loads or Vehicles outside of policy manual limits.

All loads outside the procedures manual maximums must be cleared through the proper channels (i.e. Inspector designated, Compliance Manager or Victoria). Clients requesting permits that are outside the policy limits must be advised that a designated authority must give final approval and this may take some time. Record the required information on a [T-61](#) form and contact the appropriate person for authorization. Call the client back; advise the client of the decision.

Method of payment should be verified before the permit is issued.

Instructions for weigh scales to forward their main telephone line:

TO ACTIVATE:

1. Press line 1 and listen for the dial tone.
2. Press #72. In some areas you will hear 2 short tones followed by the dial tone.
3. Dial the phone number where you want your calls forwarded.

Note: Call forwarding is activated when the destination number is answered. If you receive a busy signal, or no answer, hang up and repeat the above steps.

TO DEACTIVATE:

1. Press line 1 and listen for dial tone.
2. Press #73. A tone followed by dial tone will indicate deactivation.

B. Faxing of Permits:

Oversize and/or overweight, NRCVP, MF, Motor Carrier permits may be faced to customers. For oversize and/or overweight permits, payment may be either weigh scale credit account or Visa/Mastercard. Payment for other permits will be only via Visa/Mastercard.

The permit including the back and the applicable T-Forms must be faxed to the customer and carried in the vehicle. These permits can be issued by weigh scales for travel within your region, in or out of your region, or through your region.

(See also Paragraph D).

C. Faxes (other Regions):

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A permit may be issued by fax if the vehicle/load originates in another region, is destined for your region, and not crossing any open scales. This should only occur when it is established there are no open scales in the originating region. Occasionally all scales in a region are closed and industry required a permit from an issuer in another region. Provided the issuer is familiar with the equipment and the routing, a permit may be issued and faxed to the customer. Issuers should ensure that overhead clearances are adequate, e.g. Lower Mainland special routing.

D. Compliance:

1. Permission shall not be granted by telephone or permits issued by fax if the load/vehicle is obviously excessive and would not be cleared at the scale. Issuer must ensure that the routes are not restricted (e.g. height, width, weight, etc.)
2. Telephone or fax authorizations may be withdrawn by the Manager of Compliance when:
 - (a) the applicant purposely provides misleading information regarding size, weight, or commodity; or,
 - (b) the vehicle arrives at a weigh scale in excess of the "Bridge Formula" and a charge shall be laid for the excess weight; and the load shall be reduced to policy limits before being allowed to proceed.

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